

London Borough of Hammersmith and Fulham Record of Officer Decision

The call-in has expired and the decision can be implemented.

- ❖ Draft Decision List published on: 14 July 2025
- ❖ Confirmed Decision List published on: 17 July 2025

1. **TITLE:** **Approval to procure a repairs resource planning and management solutions software and service support**
2. **DECISION MADE BY:** Executive Director of Finance and Corporate Services
3. **DECISION:**
 1. It is recommended that the Council seek to procure a 2-year contract with the option to extend for a further period of 1 year, in line with the procurement strategy set out in this report; a direct award call-off under the CCS VAS Framework. The contract over the lifetime term has an estimated total value of £329,902. This will ensure continuity of service while allowing flexibility to adapt to future operational and strategic requirements.
4. **REASON FOR DECISION:**
 1. *Interim Contract Justification.*
This contract is required as an interim solution to ensure continuity of service prior to the mobilisation of the Repairs 2027 procurement. It addresses the immediate operational needs while the long-term procurement process is being finalised and implemented.
 2. *Workforce Management Alignment.*
H&F will review the workforce management systems in parallel with the Repairs 2027 procurement, which is expected to be mobilised by April 2027. This review is necessary to ensure alignment between operational delivery and the long-term strategic direction of the Repairs 2027 programme.
5. **ALTERNATIVE OPTIONS CONSIDERED:**
 3. Option 1: *Not recommended*

Framework	G-Cloud 14 Framework Agreement, Lot 2. G-Cloud is a Crown Commercial Service (CCS) framework designed for the procurement of cloud-based services, including software, hosting, and support.
Advantages:	<ul style="list-style-type: none"> • Streamlined, compliant procurement process. • Suitable for SaaS (Software as a Service) solutions.

	<ul style="list-style-type: none"> • Pre-vetted suppliers reduce procurement time. • Primarily designed for off-the-shelf, cloud-hosted solutions.
Disadvantages:	<ul style="list-style-type: none"> • Limited scope for services that require integration, bespoke development, or operational support. • G-Cloud restrictions on contract term; a maximum 36-month contract with an optional extension period of 12 month, no flexibility to exit early. This lack of flexibility poses a risk if H&F no longer requires these systems following the outcome of the Repairs 2027 procurement process. • Services which are available cannot be deviated from and are the only services available from the supplier.

4. Option 2: Recommended

Framework	CCS VAS Framework, Lot 3. The CCS VAS Framework (RM6259) supports procurement of sector-specific software, including housing management and workforce management systems, with optional services like implementation, support, and integration.
Advantages:	<ul style="list-style-type: none"> • Designed for complex, sector-specific applications such as housing and repairs systems. • Enables direct award and call-off, expediting procurement timelines. • The framework allows flexible call-off lengths; no restrictions to contract term, including the ability to terminate early at any time subject to a 3 month notice period, which aligns with the potential changes anticipated in Repairs 2027. • It enables procurement of the exact software required, tailored to H&F's current operational needs, through the ability to issue a request for information based on specific service requirements. • Allows flexible commercial arrangements including support, training, and ongoing development. • Compliant with public sector procurement regulations.
Disadvantages:	<ul style="list-style-type: none"> • Requires clarity on specifications and evaluation criteria at point of award. • Slightly fewer suppliers compared to broader frameworks like G-Cloud.

5. Option 3: *Not recommended*

Open or Competitive Flexible Tender	Competitive Tendering (Open or Competitive Flexible Procedure). A full tendering process open to the market, allowing any supplier to bid or a select few based on prequalification.
Advantages:	<ul style="list-style-type: none">• Broadest market reach; encourages innovation and competition.• Useful for bespoke or novel requirements not covered by existing frameworks.
Disadvantages:	<ul style="list-style-type: none">• Significantly longer procurement timelines, which H&F doesn't have.• Higher internal resource burden for tender drafting, evaluation, and contract award.• May result in inconsistent supplier quality due to wider market reach.• Risk of legal challenge if not run with strict adherence to procurement rules.

6. **CONFLICTS OF INTEREST DECLARED AND DISPENSATIONS GRANTED:**

None

Date of Decision
14 July 2025